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March 03, 1999

FCC MAIL ROOM

Bell Atlantic Customer Service Representative
65 Franklin Street
Buffalo, New York 14202

re: Lack of service on the Tuscarora Reservation

To whom it may concern:

I reside on the Tuscarora Indian Reservation. I have called the Bell Atlantic residential repair service phone number. Your employee informed me that Bell Atlantic is not going to repair/install new service on the Tuscarora Reservation.

Please place my request for repair service/new phone service as a permanent comment on my account until this problem is resolved.

At this time, I am requesting a copy of Bell Atlantic's Code of Ethics/ Bylaws, and an explanation as to why I am being denied service, in writing. I am sorry for any inconvenience and would appreciate any input you may have on this matter.

Very truly yours,

Mark. F. Williams Sr.

c.c. Patrick Lee, Esquire
Bell Atlantic
1095 Avenue of the Americas
38th Floor
New York, New York 10036

c.c. Office of the Secretary
Federal Communications Commission
Portals Building, 445 12th Street S.W.
Washington, D.C. 20554